

# ITIL v.3 Continual Service Improvement

## **Part 01**

### **Course Introduction**

Course Introduction

5min

### **Chapter 00 - Course Introduction**

Course Introduction

Course Organization

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Capability Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Course Introduction Review

8min

### **Chapter 01 - ITIL Concepts**

ITIL Concepts

You say ITIL, I say ...

Origins of ITIL

ITSM - A Real World of Experience

Process Oriented ITIL

Lifecycle Oriented ITIL

The History of ITIL

Why Refresh?

Need-to-Know ITSM Concepts

Good Practice

IT Service Management

Service

Service Model

Framing Service Value

Function – Process - Role

What is a Process?

Process Characteristics

IT Governance & Service Lifecycle

The Service Lifecycle – Value to the Business

ITIL Concepts Review

39min

## **Part 02**

### **Chapter 02 - Continual Service Improvement**

Continual Service Improvement

The Service Lifecycle

Managing Across the Lifecycle

Purpose of CSI

CSI Objectives

CSI Scope

CSI Model

Business Questions for CSI

44min

Value to Business  
Justification  
Benefits  
Cost  
The Principles of CSI  
CSI & Organizational Change  
Ownership  
Role Definitions  
Drivers  
Service Level Management  
Continual Improvement  
Service Measurement  
Knowledge Management  
Governance  
Frameworks, Models & Quality Systems  
Continual Service Improvement Review

### **Chapter 03 - CSI Processes**

41min

CSI Processes  
7-Step Improvement Process  
Identify the Context  
Step 1 – Define Data Requirements  
Step 1 – Inputs  
Step 2 – Define Data Capability  
Step 2 – Inputs  
Step 3 – Gather Data  
Step 3 - Inputs  
Step 4 – Process Data  
Step 4 – Inputs  
Vision to Measurement  
Step 5 – Analyze Data  
Step 6 – Present & Use Data  
The Balanced Scorecard  
Step 7 – Implement Corrective Action  
Benefits  
CSI & Lifecycle Integration  
Financial Management  
Service Level Management  
Availability & Capacity Management  
Security Management  
Change Management  
Incident Management & Service Desk  
Problem Management  
Metrics & Measures  
Reporting Policy & Rules  
CSI Processes Review

### **Part 03**

#### **Chapter 04 - Reporting & Measurement**

23min

Reporting & Measurement  
Reporting  
Service Measurement  
Objectives  
Measurement & Reporting Frameworks

Reporting Levels  
Management Domains  
Measurement Definition  
Setting Targets  
Process Measurements  
Measurement Framework Grid  
Scorecard & Reports  
Return on Investment  
CSI & Service Level Management  
Reporting & Measurement Review

## **Chapter 05 - Methods & Techniques**

26min

Methods & Techniques  
Assessment  
Gap Analysis  
Service Gap Model  
Benchmarking  
Measurement & Reporting Frameworks  
Balanced Scorecard  
S.W.O.T. Analysis  
The Deming Cycle  
Other Lifecycle Processes & Methods  
Availability  
Capacity  
Continuity Management  
Problem Management  
Change, Release & Deployment Management  
Knowledge Management  
Methods & Techniques Review

## **Part 04**

### **Chapter 06 - Organizing for Continual Service Improvement**

17min

Organizing for Continual Service Improvement  
Organizing CSI  
Mapping Activities & Skills  
Who Does What to Whom?  
The RACI Model  
Functional Roles Analysis  
Activity Analysis  
Roles & Responsibility  
Service Manager  
CSI Manager  
Service Owner  
Organizing for Continual Service Improvement Review

### **Chapter 07 - Technology for Continual Service Improvement**

12min

Technology for Continual Service Improvement  
Tools & Technology  
IT Service Management Suites  
System & Network Management  
Event Management  
Incident/Problem Management  
Performance Management  
Statistical Analysis

Project & Portfolio Management  
Financial Management  
Business Intelligence Reporting  
Technology for Continual Service Improvement Review

**Chapter 08 - Implementing CSI**

24min

Implementing CSI  
Getting Started  
Governance  
CSI & Organizational Change  
Communication Strategy & Plan  
Roles & Inputs to CSI Model  
Challenges  
Critical Success Factors  
Risks  
Implementing CSI Review  
Course Closure

Total Duration: 3 hrs 58 min